

The State Bar of California
Request For Proposal: Questions & Responses

Office of Certification Backfile Scanning Project

Response Deadline: April 17, 2006

Vendors' Question Deadline: April 12, 2006

The following questions have been asked regarding the posted RFP:

1. Can questions be submitted via email after the bidders conference and before the April 12th deadline?

Yes. After the 12th we may need a couple of days to post the final answers to our Web site.

2. Where will the answers be posted?

All RFP information is posted in "Business Opportunities" on the State Bar Web site. See the lower right section under "Olio" on our Web Site www.calbar.ca.gov.

3. Can the scanning be done off-site? Out of state? Off shore?

The project will be done off-site. The State Bar of California must know where the scanning is occurring and have 'reasonable access' to the facility. There may be a need for the Bar to retrieve documents sent off-site for the scanning process and documents will need to be produced in a timely manner. Vendors should detail a formal retrieval process in their proposals.

4. Do you have the file format for loading documents into Hummingbird?

The file format is open but our preferred format is a multi-paged TIFF Group 4 Format. We will provide Index fields associated with the document to categorize the documents.

5. What is the preferred method of delivery?

The State Bar of California can accept a wide variety of delivery methods. FTP, CD, DVD's or other means will be considered as long as the Bar has the capability to load the files onto our Hummingbird DMS without purchasing additional equipment.

6. Should the scans be single-page or multi-page?

The files are multi-page documents. Multi-page tiff files are acceptable.

7. Does Highlighting in documents need to be captured in the scan?

No.

8. Do Sticky notes need to be captured?

The sticky notes will be removed prior to the scanning. If sticky notes are inadvertently left on documents they do not need to be scanned or replaced.

9. Do the files need to be reconstructed?

Document pages should be returned in order to their files or in order to their box if not in file folders. No restapling, replacing clips, or other reconstruction will be required.

10. One file type has 4 different sections in the physical file. Do these sections specify the individual categories within the file?

No- scanning is going to be done by file. Unless an extremely cost-effective method to indexing is presented the State Bar of California does not anticipate that there will be any sub-categories within individual files.

Please note that many files contain multiple formats for the same type document and important data that is handwritten. OCR specifically does not seem to be a workable solution to create sub-categories within files. Therefore we are anticipating that files will not be scanned as multiple documents.

11. Will separator sheets need to be removed?

No. It is also acceptable for the Vendor to leave any separator sheets they add in place.

12. How are poor quality faxes and documents to be handled? Also, some documents have stamps on the back; how are these issues to be handled?

We need to have scanned copies that are as legible as possible. Duplex images have been accounted for in the scanning estimates.

13. What are the percentages of sizes of documents?

Please refer to the RFP. Attachment B addresses this issue.

14. Should pages be Reoriented? Should back-sides be re-oriented?

It would be helpful to have all documents oriented but is not a requirement. Please specify your method in your RFP.

15. Do the Watermarks on certificates need to be captured?

No. We only need to see the document.

16. Are there any files in such condition that special handling will be required?

Yes. The samples presented at the vendor's conference are representative. There are minor dog-ears, onion skin, some tears and files dating back to 1970. Please keep in mind that most files will be in good condition. The Bar reserves the right to manually scan problematic files without sending them offsite.

17. How recently has the database been updated? Will vendor have access to the database?

Most of the files are associated with real-time databases. The State Bar of California will provide all index fields for look-up based on file type as needed.

18. Which programs do not have databases?

Legal Referral Services, Foreign Legal Consultants, and OSAAC do not have the same database as the larger programs but The State Bar of California will provide some type of index fields for these programs.

19. When does the project need to be completed?

There is no fixed deadline for the project but we would like to make significant progress in the first six months of the project.

20. How many boxes of documents will be released each week?

Approximately 20-30.

21. Is the pacing of the project contingent on the vendor's ability to scan or The State Bar of California's ability to prepare documents?

It is reliant on both. Your proposal should spell out your work rate and take into account the State Bar of California's work rate which is 20-30 boxes per week.

22. Do different paper colors need to be captured?

No.

23. Do you have budget constraints to complete the project?

Your proposal should provide quotes at graduated levels according to groups of documents.

24. Is overnight delivery of subpoenaed documents acceptable?

Yes, include your acceptable delivery methods in your retrieval plan.

24. Will documents be shredded after scanning?

This has not been determined but probably not.

25. How active are the files?

The majority of the files are active. This RFP does not include a program going forward which will be addressed later. Much of the file activity is seasonal and our preparation will account for this. Retrieval of files is a constant but not high volume. We would not expect extremely frequent retrieval requests during the scanning process but they will occur.

26. Does the solution pricing need to be submitted in the excel format.

Yes. Use attachment B. You may elect to include a physical disk with your proposal, OR email your completed attachments to certscan@calbar.ca.gov.

27. Are there any photo's to be scanned?

No. There may be pictures in some documents. These are to be scanned as documents and photo quality is not an issue. We only need to be able to read the data.

28. Are there X-rays?

No.

29. Is a forward process a part of the bid?

No, but the State Bar of California may desire an ongoing business relationship with the winning vendor based on satisfactory completion of this project.

30. Will all documents be in folders?

Not all files will be in folders; all files will have a front page (index page). Programs that do not have folders are Pro Hac Vice, Practical Training of Law Students, MCLE and Legal Specialization Activity Applications, OSAAC and Special Masters.

31. Describe the front pages (indexes)?

We have prepared sample index pages. The State Bar of California will work with the vendor selected to create acceptable index pages.

32. What are the indexes?

There will approximately be 4-6 indexes provided by the State Bar of California. Most programs will have 4 indexes. The State Bar of California will work with the selected vendor to finalize the index method.

33. Do files have a unique ID or index?

Yes, each file to be scanned has a unique ID per file type.

34. Will the database lookup have the ID, file type and category?

Yes, at minimum.

35. Is a sample of the data that can be provided from the database available?

Yes, available upon request.

36. What is the expected workflow turnaround including the State Bar of California's quality control processes?

Please describe your workflow expectations and deliverables in the RFP.

37. Aside from the scanned documents, will there be a backup tape required?

Yes, CD's or DVD's are also acceptable.

38. Are there multiple records for the same images and how should these be handled?

The only case where this occurs is in the Pro Hac Vice program. There are single applications for multiple individuals. These files will have multiple front index pages. Duplicate scans should be created for each applicant. About 30-40% of the 3,000 Pro Hac Vice files may be of this type.

39. If a document is Dog-eared and the part of the document that is folded does not cover any information is that okay?

Yes. We are more concerned with the legibility of the information on the page.

40. Are you committed to outsourcing or are you planning to do this in-house?

We anticipate outsourcing this project however we reserve the right to select an alternative. We will consider any alternative solutions. Please give us your ideas.

41. Would you consider microfilm?

No.

42. Is everything to be scanned on paper?

Yes.

43. Are these files archival?

Some of the documents are renewed yearly and others are one time files.

44. What about future renewals and going forward?

We would welcome cost effective solutions going forward scanning but this RFP is only for back-scanning.

45. Are you planning to create a short list of the bidders from the pool?

Yes. We reserve the right to conduct a first cut if we receive a larger than expected number of proposals.

46. Will the samples be available for a longer period of time for others at our offices to take a look at the documents?

No. After further consideration, we will be making the sample files available on Tuesday, April 12 from 10:00-12:00 for additional review.

50. Where in the 180 Howard Street building will the 20-30 boxes be picked up from and delivered to each week?

It is anticipated that the boxes will be picked up from the State Bar Mailroom since the State Bar does not have a loading dock. A specific time and day for weekly pick-ups will be need to be arranged with the vendor selected for this contract.

51. Do you already have technology in place for scanning at the Bar? Or do you want vendors to bring hardware into the bar for scanning? What happens to files for ongoing basis?

Conversion will take place at the vendor's facility. Additional files may be scanned in the future as a separate phase.